



INDIAN INSTITUTE OF MATERIALS MANAGEMENT
Post Graduate Diploma in Supply Chain Management & Logistics
Post Graduate Diploma in Materials Management - 2 years

July 2019

PAPER No. 1

MANAGEMENT PRINCIPLES AND HUMAN RESOURCE MANAGEMENT

Date : 20.07.2019

Max. Marks :100

Time : 2.00 to 5.00 p.m

Duration : 3 Hrs.

Instructions :

1. From Part A – answer all questions (compulsory). Each sub questions carries 1 mark
2. From Part B – Answer any 3 questions out of 5 questions. Each question carries 20 marks.
3. Part C is a case study (compulsory) with questions. Read the case study carefully and answer the questions
4. Please read the instructions given in the answer sheet

Total : 20 Marks

Total : 60 Marks

Total: 20 Marks

PART A

Total 20 marks

(Compulsory . Each sub question carries 1 mark)

Q 1. Please state whether the following statements are True or False (5Marks)

1. Management is the art of getting things done by Managers.
2. Peter Drucker invented principle of division of work.
3. Performance appraisal is done just to promote people.
4. A Manager must be given responsibility first and authority can be given later.
5. Departments can be formed on the basis of customers.

Q 2. Fill in the blanks . (5 Marks)

1. Job_____ is one of the techniques to develop individual.
2. All management activity starts with -----
3. _____is process of checking current performance against pre-determined standards.
4. -----is process of identifying skills required to do the specific job.
5. Labour _____ refers to the rate at which employees leave organization during a particular period.

Q 3. Match the following and rewrite (5 Marks)

	A		B
1.	Planning	a.	Organising
2.	Decision making	b.	Job satisfaction
3.	Attitude	c.	Personality
4.	Holland	d.	Selection of alternative
5.	Scalar Principle	e.	Gives direction

Q 4. Expand the following

(5 Marks)

- a) ESOP b) IHRM c) TQM d) NGO e) HRIS

PART B

(3 x20 = 60 Marks)

Answer any 3 questions, Each question carry 20 marks

Q 5. a) Is Management necessary for Organisation ? Why ? **10 marks**

b) How you will implement planning in an organization ? What problems you may face ? **10 marks**

Q 6. a) Discuss various techniques of decision making. **10 marks**

b) Which factors influence decision making ? **10 marks**

Q 7. a) How you will motivate your team to achieve organizational goals ? **10 marks**

b) Discuss types of job attitudes. What can be done to change attitude ? **10 marks**

Q 8. a) What are various performance appraisal methods ? **10 marks**

b) Discuss succession planning. **10 marks**

Q 9. White short notes on any FOUR.(**4 x 5 = 20 marks**)

- a) Kaizen
- b) Quality Circle
- c) Performance Appraisal Methods
- d) Sources of Recruitment
- e) Job Evaluation
- g) Human Resource Planning

PART C

Q. 10. Case Study (Compulsory)

20 Marks

Bharat Beverages Ltd is engaged in manufacturing of soft drinks, juices, food products and Mineral water for last over 50 years. Its turnover is Rs 4000 cr . Company's brands are very much popular with consumers. Company spends huge amount on advertisement as it is a in FMCG industry which is very competitive in nature. The company has been doing very well. Company's plants are spread all over India. However recently company's production is suffering and its cost is also increasing. It require huge quantity of water in its plants. Due to bad weather there has been drought like conditions experienced in many parts resulting in huge shortage of water. It is resulting in loss of production and increase in cost. There was agitation by people of the village for the untreated waste water which was thrown in the river by the company. As a result health of the people at large was in danger. Management is thinking to shut its plant in that area.

Questions:

- Q. 1. What is the problem faced by the company ? **4 marks**
- Q 2. Why it has landed in such a situation ? Who is responsible for it ? **4 marks**
- Q. 3.What measures company should take ? **4 marks**
- Q. 4. What is the responsibility of employees and people ? **4 marks**
- Q 5. What are various Government Acts applicable ? **4 marks**
